

Appendix 2 – Promotion of Safecall

6th September 2022

Safecall

[Stephen Hulse](#), Health, Safety and Welfare – 01606 868750

If you have a serious concern at work or are concerned about a wrongdoing then report it immediately to your line manager, or speak to a senior manager or contact Safecall on:

0800 915 1571 or report online at: www.safecall.co.uk/report

All calls are treated confidentially by Safecall, and you may remain anonymous if you wish.

Who are Safecall?

Safecall is a completely independent company that operates a confidential reporting service for Cheshire Fire and Rescue Service. It is available 24 hours a day and is staffed by highly skilled professional call handlers. Offices are based in the UK, and you can reach them 24/7 365 days of the year via the Freephone number or send a report via the website.

How does it work?

When you contact Safecall by telephone you will be asked by the call handler to explain your concern in as much detail as possible. During this time, the call handler will take notes and may ask you questions based on the account you give. Once complete, Safecall will send a written report to a senior manager.

If you choose to report the concern online by visiting the Safecall website, you will need to complete the online form which, once completed and submitted, Safecall will send a written report to a senior manager.

Can I remain anonymous?

Yes. It is totally acceptable to remain anonymous. Even if you make a mistake and accidentally tell Safecall your name they will not pass it on. Also, Safecall does not record any audio of the calls to help protect the identity of anonymous callers.

What can be reported?

The Service is available to receive reports including, fraud, security, health and safety, data breaches, bullying, bribery, corruption, dishonesty, harassment, victimisation, or any other issue that you feel is unacceptable in the workplace.

Who will receive my report?

The report is initially sent to the [Health, Safety & Wellbeing Manager](#) who will then allocate the report to the most appropriate person in the Service to address.

29th November 2022

Welcome to The Green bulletin, delivered to your inbox every Tuesday.

London Fire Brigade Culture Review

[Carmine Rabhani](#), Head of Human Resources and Organisational Development – 01606 868828

[Mark Shone](#), Head of Communications and Engagement – 01606 868736

For all of us committed to creating a fair, inclusive and diverse culture in the fire and rescue service, the [Independent Culture Review of London Fire Brigade](#), published on Friday evening, will have been extremely distressing to read.

In the coming weeks, the Service Leadership Team will be looking at the report in detail and considering the lessons to be learned from its findings and whether any of the recommendations could help us further improve the support we provide to our staff in Cheshire.

Our Service has in place long-established ways of accessing information, advice and support if you are experiencing any issues in the workplace. These include our staff networks, human resources team, mental health and well-being advisor and our independent, confidential helpline Safecall. Full details can be found on our [Who Do I Turn To?](#) pages on the intranet.

31st May 2023

Safecall, Who Do I Turn To? and whistleblowing

[Stephen Hulse](#), Health and Safety Manager, Health, Safety and Welfare - 07825 754805

As a Service, we understand the importance of providing a positive and safe place to work. Feeling able to speak up and raise concerns, in confidence if necessary, is imperative to this. Along with our extensive Whistleblowing Policy, colleagues are reminded that the 'Who Do I Turn To?' hub on the intranet lists all the ways you can reach out for support if you have concerns or worries at work. These are listed under three categories:

- **[Promoting health and wellbeing](#)**
- **[Taking care of personal safety](#)**
- **[Reporting inappropriate conduct](#)**

As part of the suite of 'Who Do I Turn To?' resources, you can access Safecall should you feel unable to raise a concern with a colleague or manager.

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Safecall is completely anonymous and is available to receive reports including fraud, security, health and safety, data breaches, bullying, bribery, corruption, dishonesty, harassment, victimisation or any other issue that you feel is unacceptable in the workplace.

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More information about Safecall can be found [here](#).

The Service's full Whistleblowing Policy can be found on the Corp Docs via the intranet.
